



Data Quality: UBO & TPOCS

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TMA UBO Deputy PM

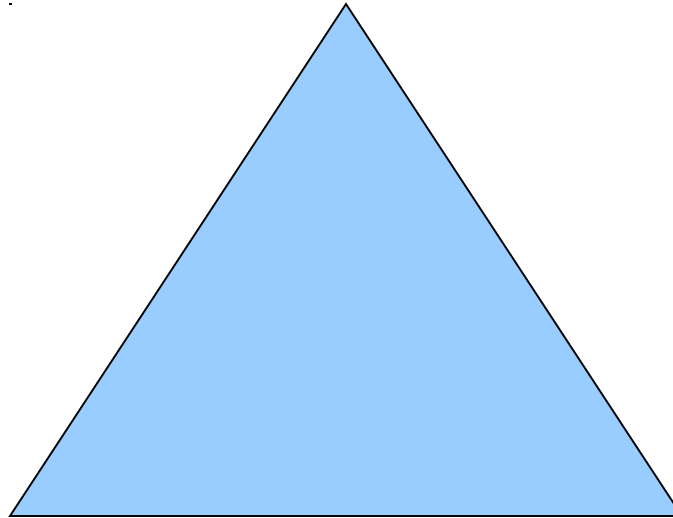
OUTLINE

- Uniform Business Office (UBO)
- MTF Revenue Cycle
- Data Quality Characteristics
- Data Quality and How it Affects Each Phase of the Revenue Cycle
- UBO Success Factors
- Third Party Outpatient Collection System (TPOCS)
- Resources

UNIFORM BUSINESS OFFICE



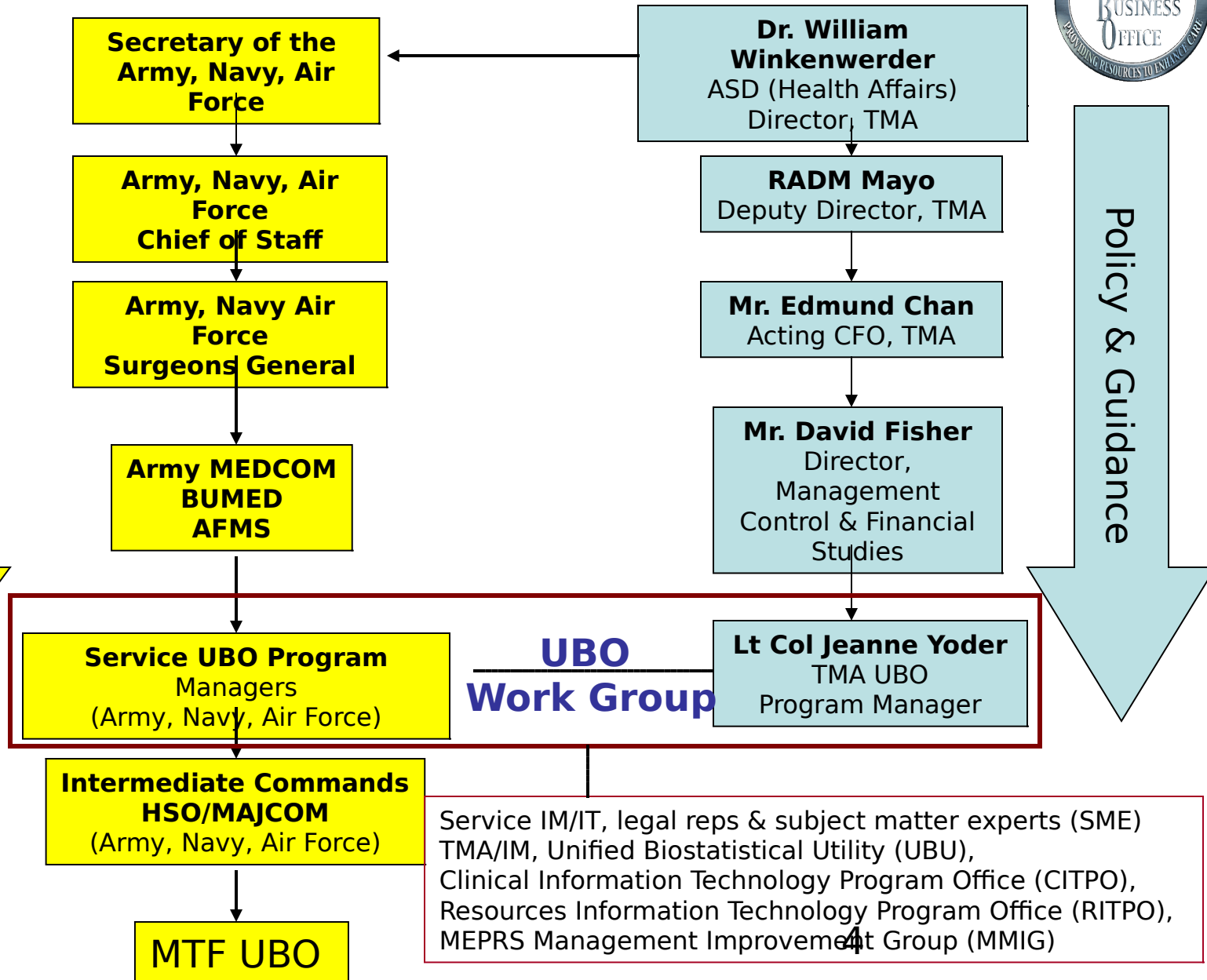
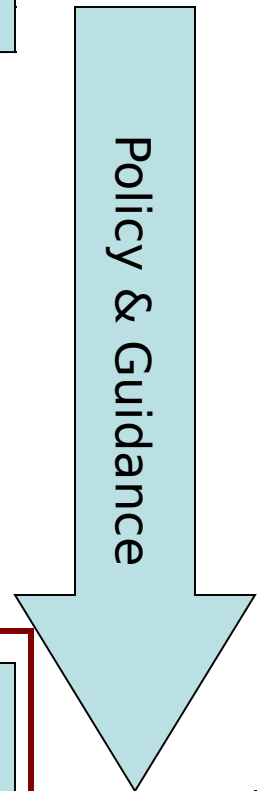
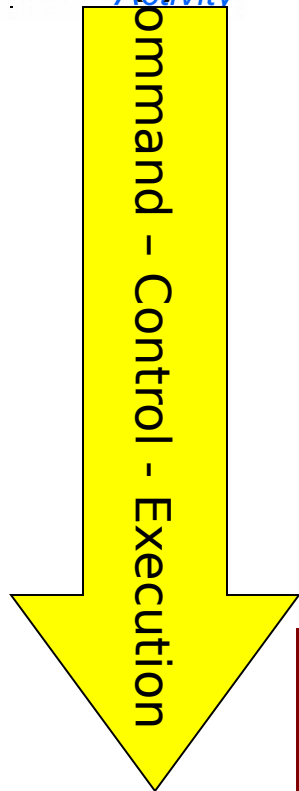
Third Party Collections (TPC)



Medical Services
Account (MSA)

Medical Affirmative
Claims (MAC)

UBO Organization Chart





Direct Care TPCP

FY02 - 04 Collections (\$ Millions)



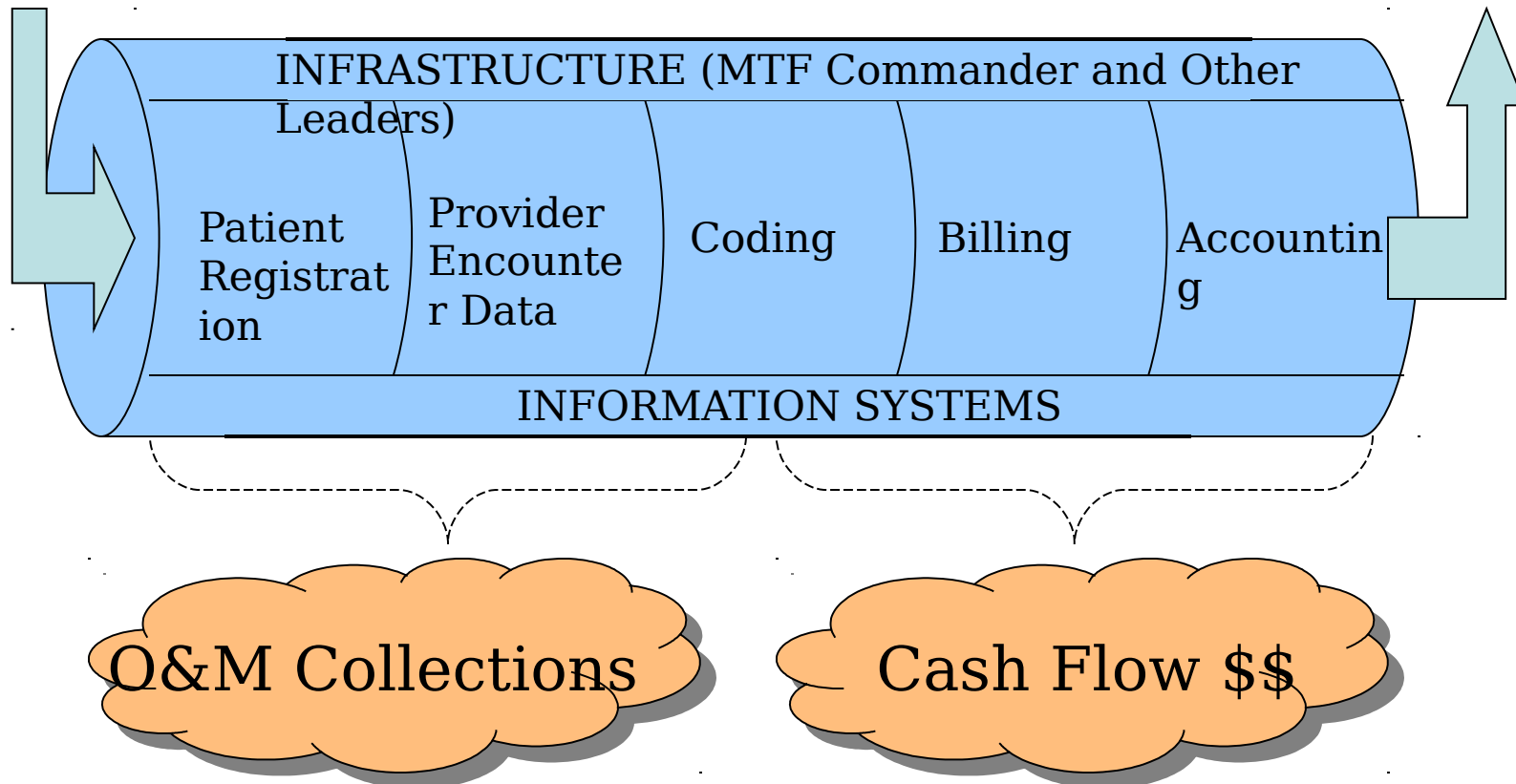
Data source: MTF DD 2570 as reported to the TMA UBO Metrics Reporting System	*FY02 Billed -- Collected	*FY03 Billed -- Collected	*FY04 Billed -- Collected
Outpatient			
Army	45.1 27.4	37.6 18.5	40.8 21.9
Navy	23.7 15.2	19.0 11.1	21.6 14.6
Air Force	52.8 26.8	49.5 18.3	65.7 29.9
Total	121.6 69.4	106.1 47.9	128.1 66.4
Inpatient			
Army	61.4 25.7	44.6 20.9	42.8 22.5
Navy	34.9 13.6	19.5 6.5	19.9 10.0

*NOTE: Different billing methodologies in place for outpatient billing. FY02 used an all-inclusive May rate based upon MEPS clinic; FY03: transition to Outpatient Item Billing (OIB)

MTF REVENUE CYCLE

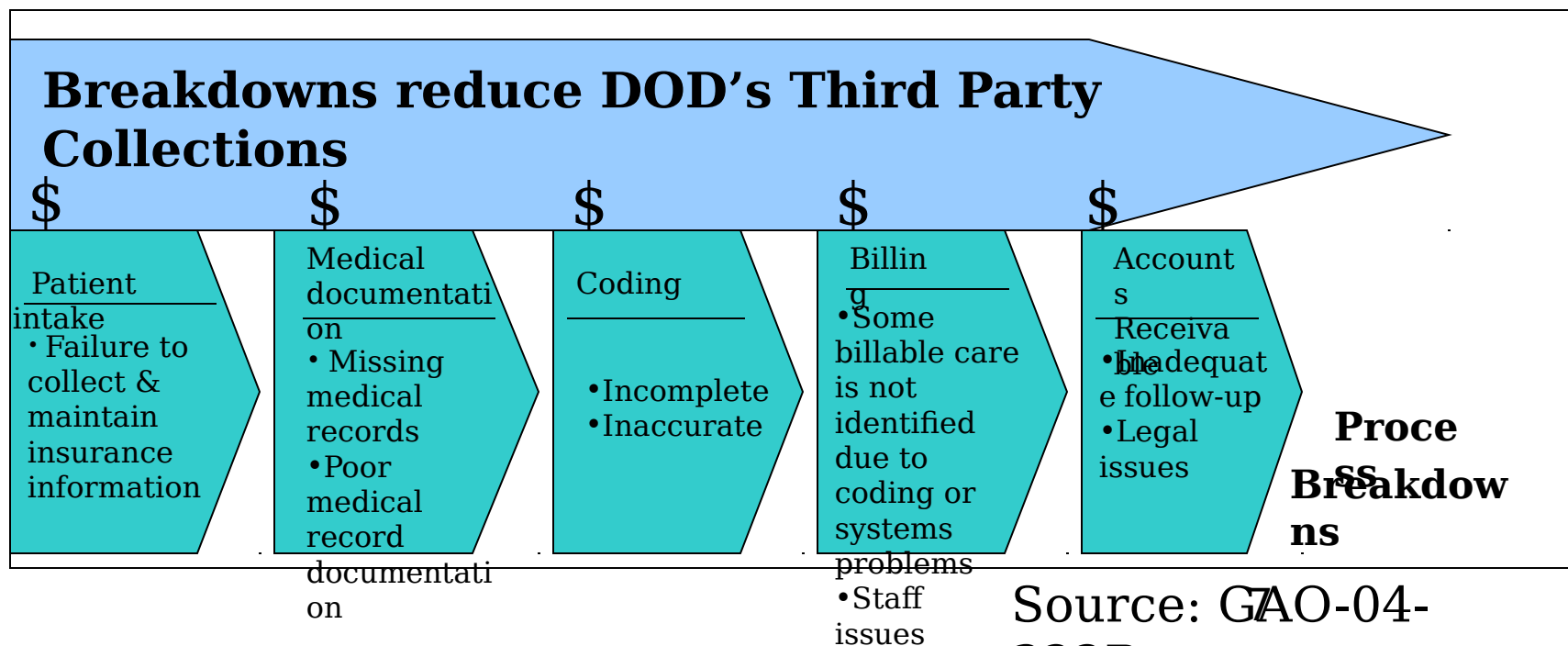
Information / Data

Cash



GAO REPORT FINDINGS

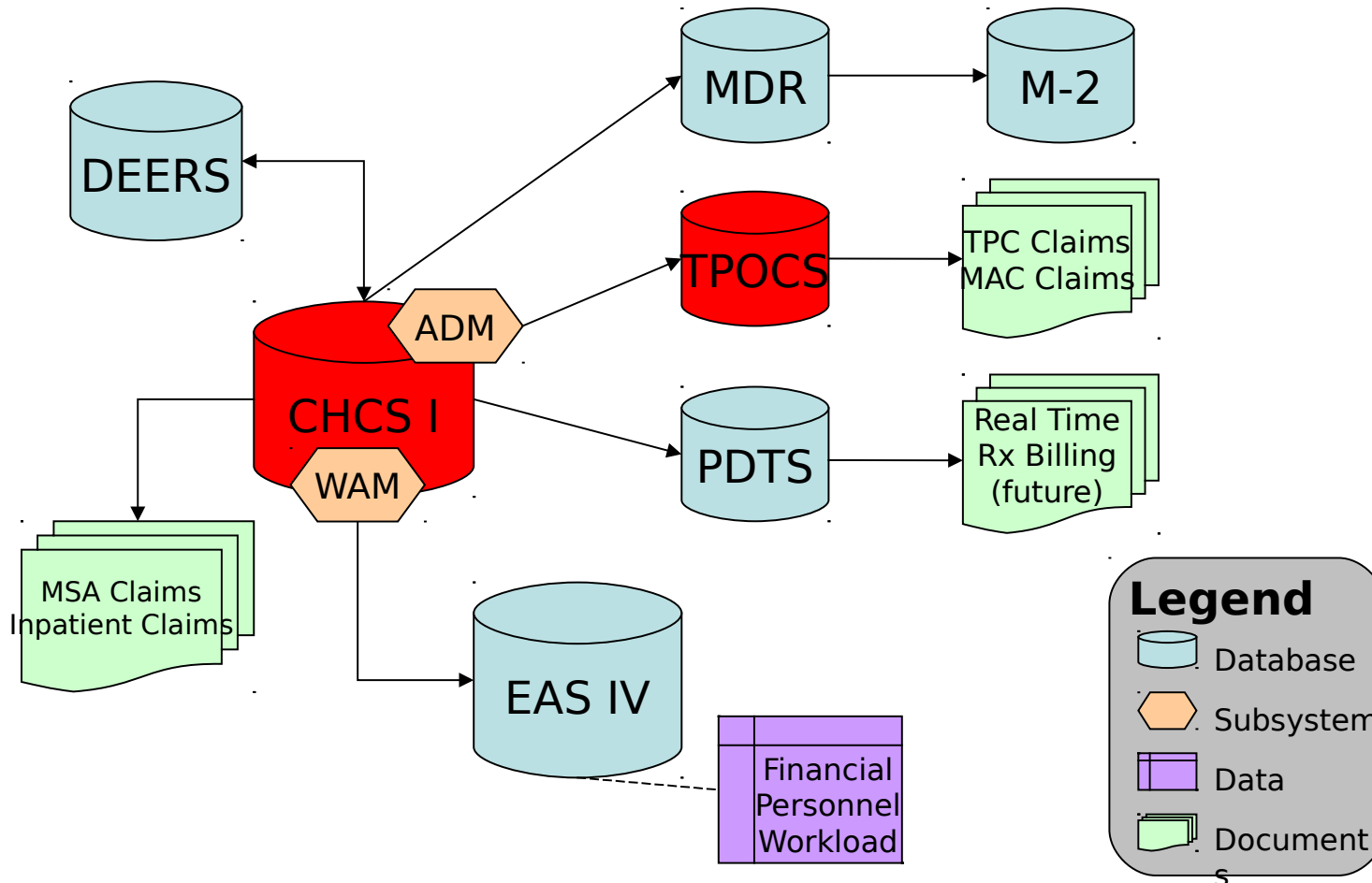
- Results from a February 2004 GAO report identified breakdowns in each phase of the revenue cycle and the resulting adverse effects on collections



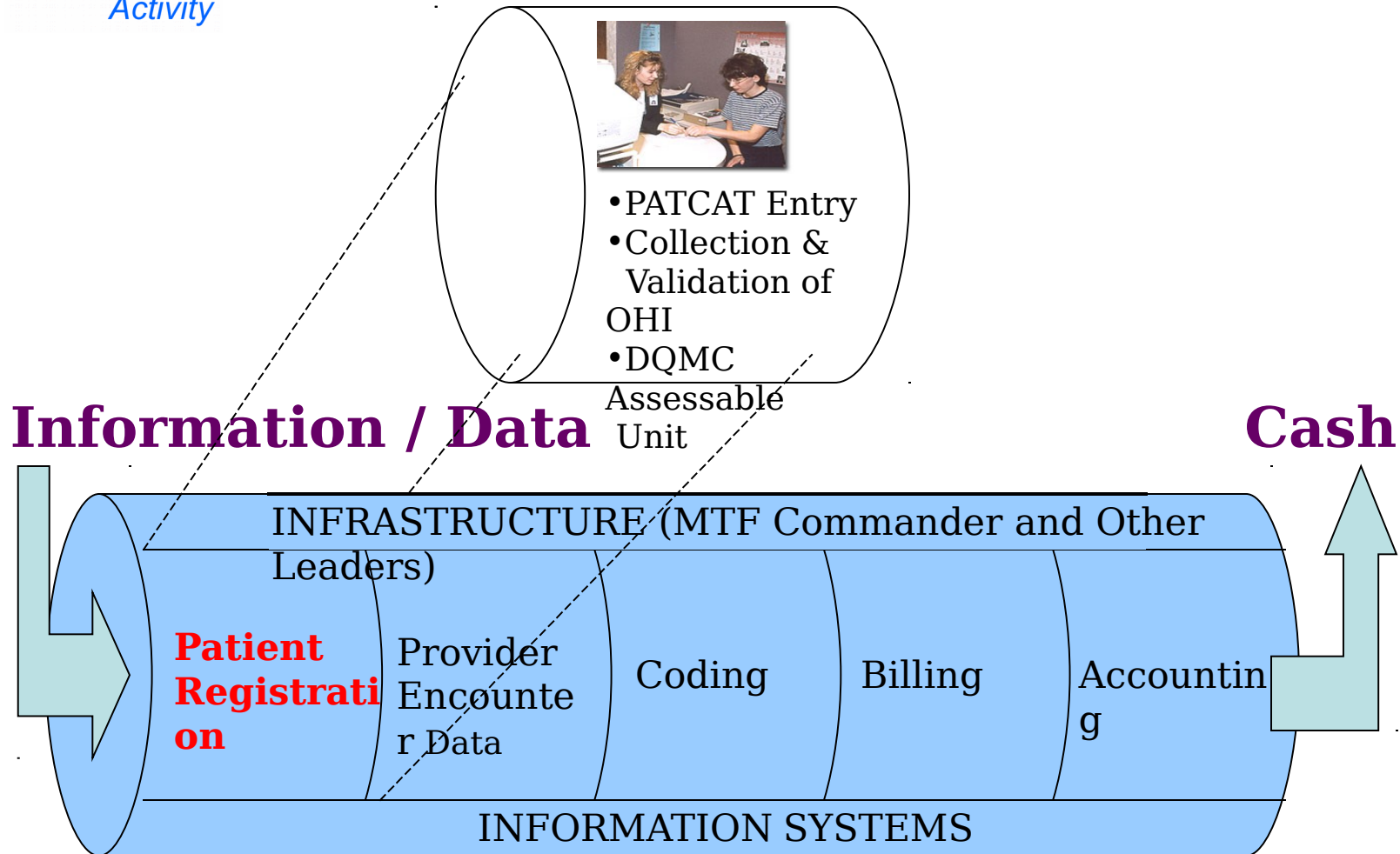
DATA QUALITY CHARACTERISTICS

- Accurate
- Complete
- Concise
- Cost-effective
- Relevant / Timely / Up-To-Date
- Presentation
- Consistent

UBO SYSTEMS



PATIENT REGISTRATION



Importance of Accurate PATCAT Entry

- Patient Category (PAT) determines the reimbursable rate (if any) for healthcare
 - Over 300 PATCATs to select from
- Challenge of Patients with Multiple PATCATs
 - Spouse of AD Member who is a Reservist and employed as a Federal Employee
- Whose responsible for training/accuracy?

Medical Affirmative Claims (MAC)



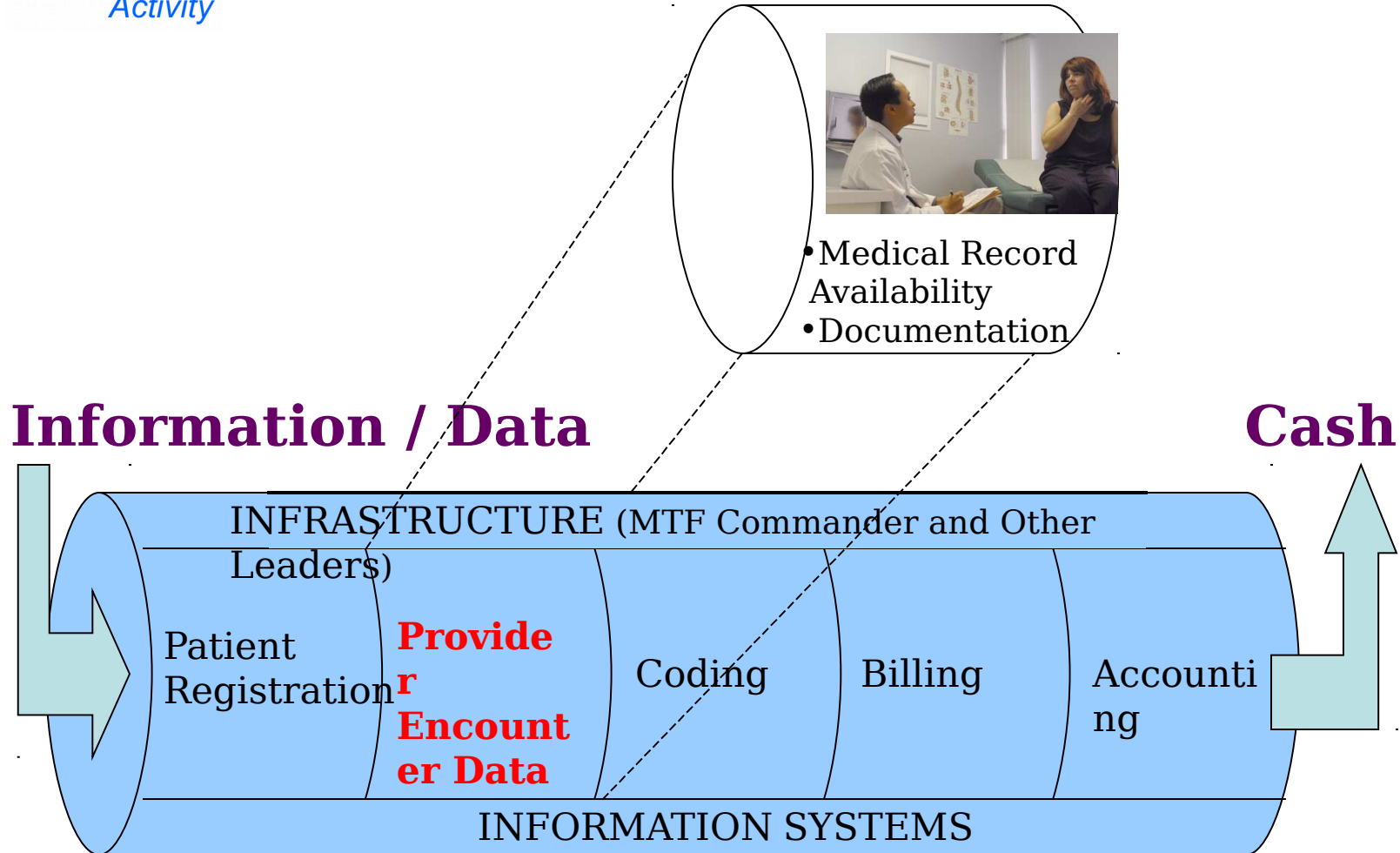
- Are all patient injuries being identified for JAG review as possible MAC cases?
 - Active Duty Included
- Is anyone training your intake personnel to identify potential MAC claims?
 - If no one is responsible then it's not getting done
- How much is your MTF losing in unidentified MAC cases?

Other Health Insurance (OHI) Information



- Use DD Form 2569 to capture OHI information about your patients
 - All Non-Active Duty Patients required to complete it every 12 months or if data changes
 - OHI needs to be entered into CHCS or it “doesn’t exist”
 - Direct correlation between presence of DD Form 2569 in patient record and rate of TPC billing

PROVIDER DATA



CHCS Provider Specialty Codes (PSC)



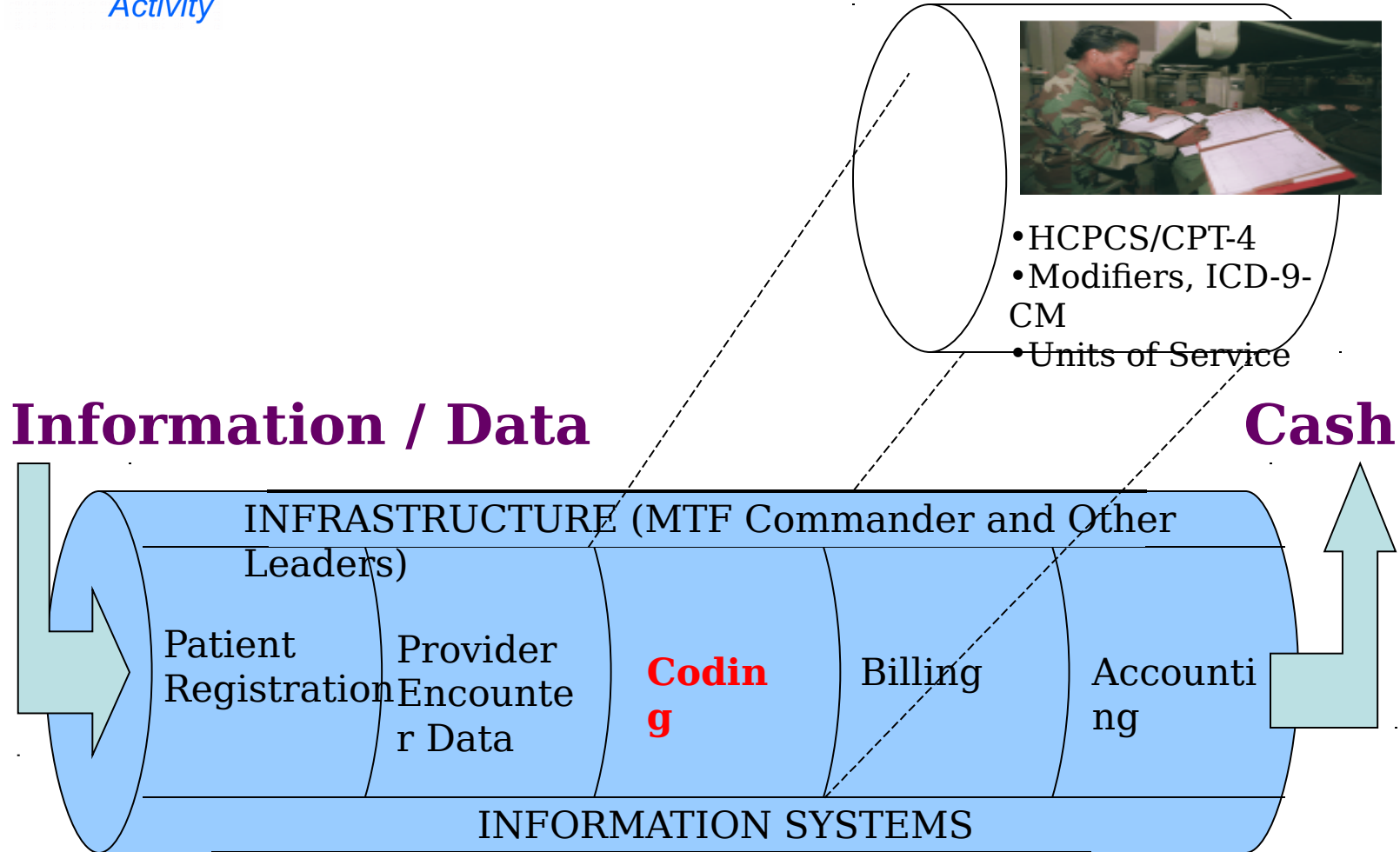
- Set of codes unique to CHCS
- Current business rules preclude TPOCS from receiving ADM encounters with blank PSCs or PSCs > 900
 - (exception of 901 – Physicians Assistant)
 - 702 (Clinical Psychologist) versus 954 (Psychology)
- Site visit to large medical center found 20% of PSCs fields were blank
 - Billable ADM encounter never reaches TPOCS

Correcting the CHCS Provider Specialty Codes (PCS)



- Get your site's most current CHCS Provider Profile and review the PSC fields for accuracy
 - No blank fields
 - Billable providers have PSC under 900 (plus 901 – Physicians Assistant)
- Determine whose responsible for maintaining the PSC fields and TRAIN THEM!!!
- Periodically review the PSC fields to make sure the problem really has been permanently fixed

CODING



BILLING



- Insurance Verification
- Claim Form Data & Line Item Billing

Information / Data

Cash

INFRASTRUCTURE (MTF Commander and Other Leaders)

Patient
Registration

Provider
Encounter
Data

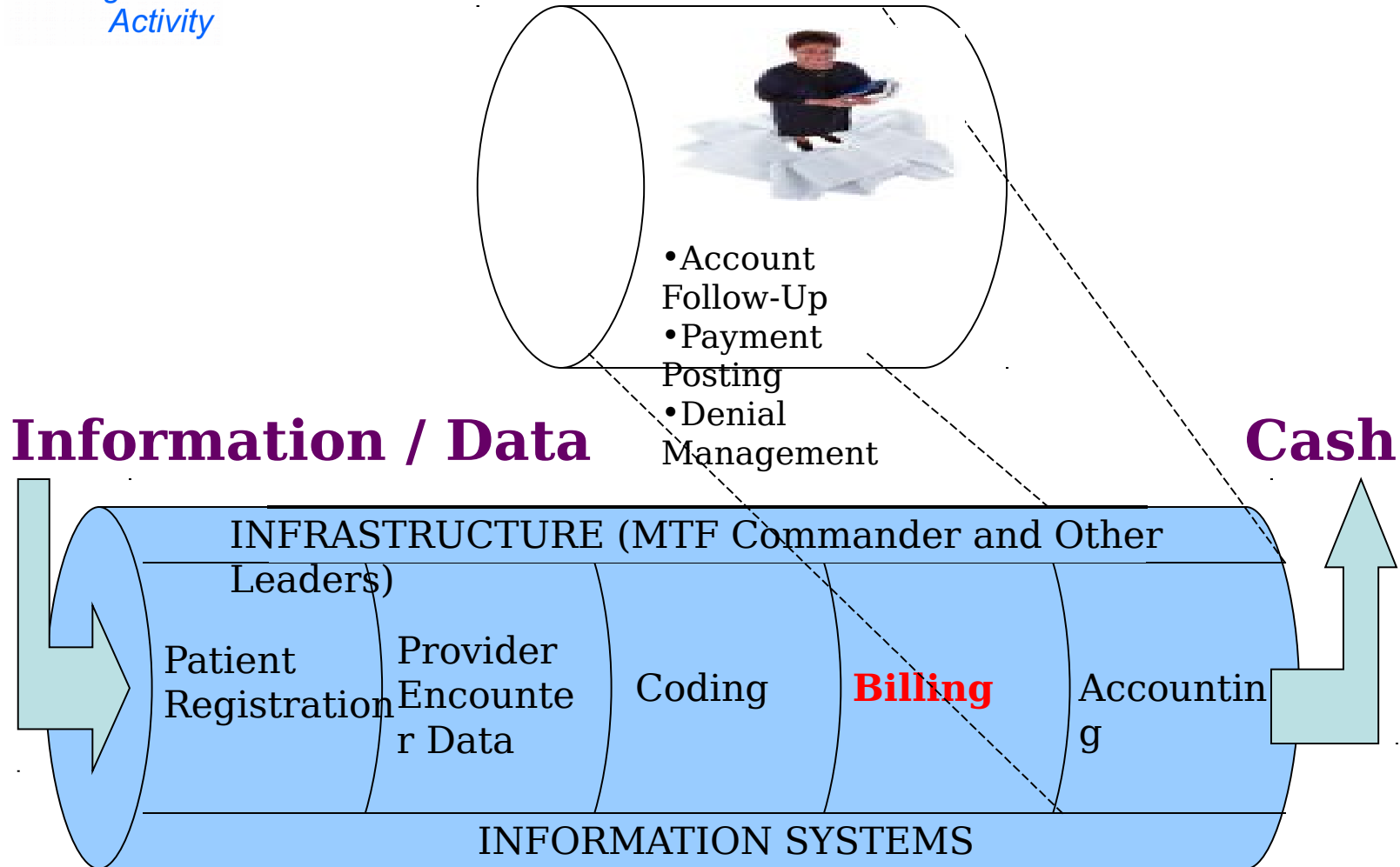
Coding

Billing

Accounti
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INFORMATION SYSTEMS

ACCOUNTING



UBO SUCCESS FACTORS

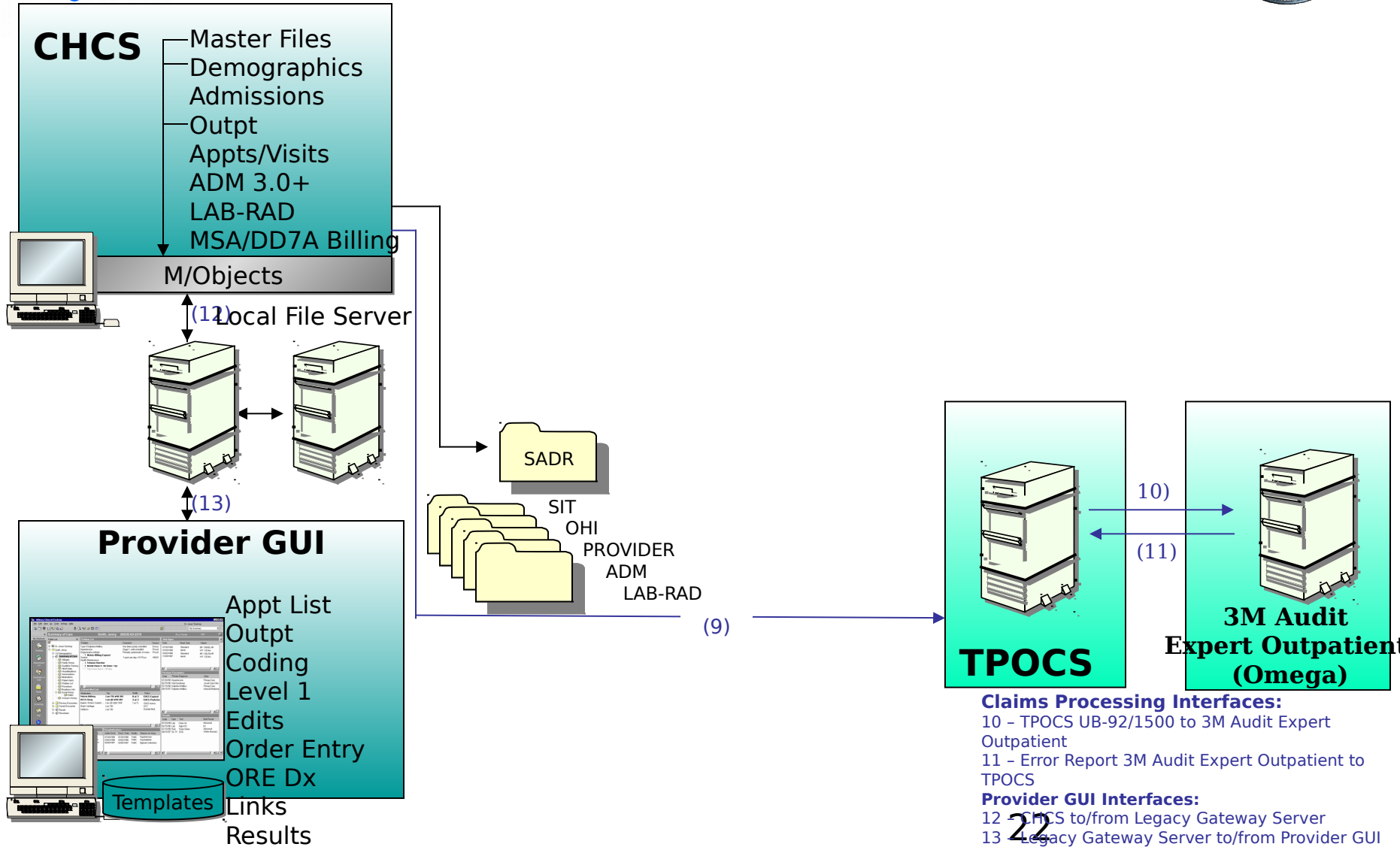
- What are the Focus Points?
 - MTF Revenue Cycle
 - Team Effort (not the just the UBO's challenge)
 - Staff Education & Training
 - Electronic Interfaces
 - Leadership Involvement
 - Stress the need to complete the OHI forms (DD2570s)
 - Be briefed on UBO Performance (Collections)

TPOCS: BILLING SYSTEM



- What is TPOCS?
- Relationship to other systems
 - OHI in CHCS
 - Provider Specialty Codes
- Future enhancements
 - Centralized OHI Repository on DEERS
 - Patient Accounting System (PAS)/ Charge Master Based Billing (CMBB) to replace TPOCS and CHCS MSA Module for TPC billing
- Questions

TPOCS / CHCS / ADM



RESOURCES

- UBO Web Page
http://tricare.osd.mil/rm/ubo_home.cfm
- RITPO Web Site
<https://ritpo.satx.disa.mil/main.asp>
- TPOCS Help Desk Web Site
<http://tpocshelpdesk.com>
- CHCS Web Site
[http://citpo.ha.osd.mil/index.cfm?
body=chcs](http://citpo.ha.osd.mil/index.cfm?body=chcs)

QUESTIONS?

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